

Fig. 1

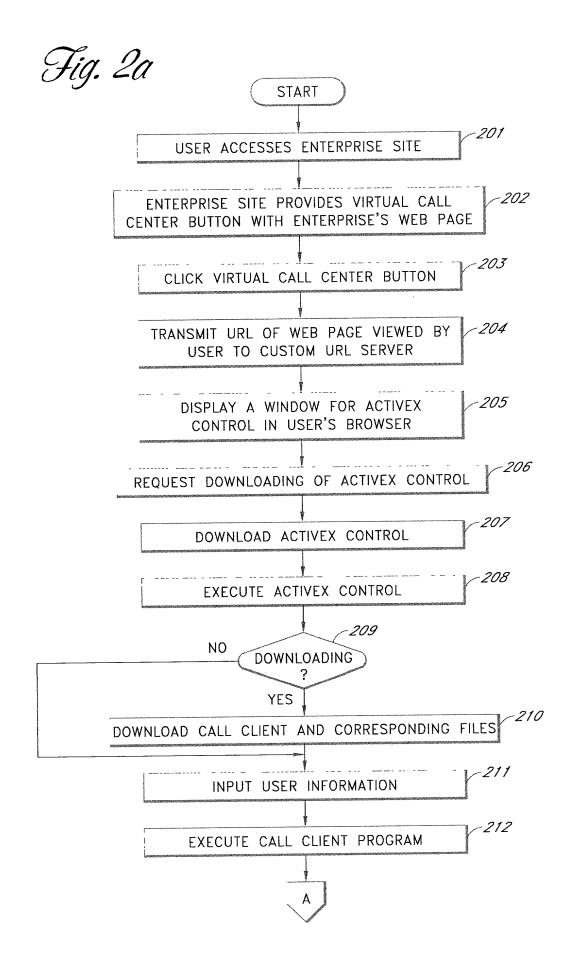


Fig. 2b SELECT DESIRED TELEPHONE NUMBER ACCESS CONNECTION MANAGEMENT SERVER **AUTHENTICATION** -216 CONNECT CALL TO CUSTOMER SERVICE CENTER THROUGH VOIP GATEWAY -217 TRANSFER USER INFORMATION TO CUSTOM SERVICE CENTER USER COMMUNICATES WITH CONSULTANT -218 OF CUSTOMER SERVICE CENTER 219 IS NO COMMUNICATION **TERMINATED** YES PROCESS ACCOUNTING AND CANCEL CONNECTING CALL **END** Fig. 2 Fig.2a Fig.2b

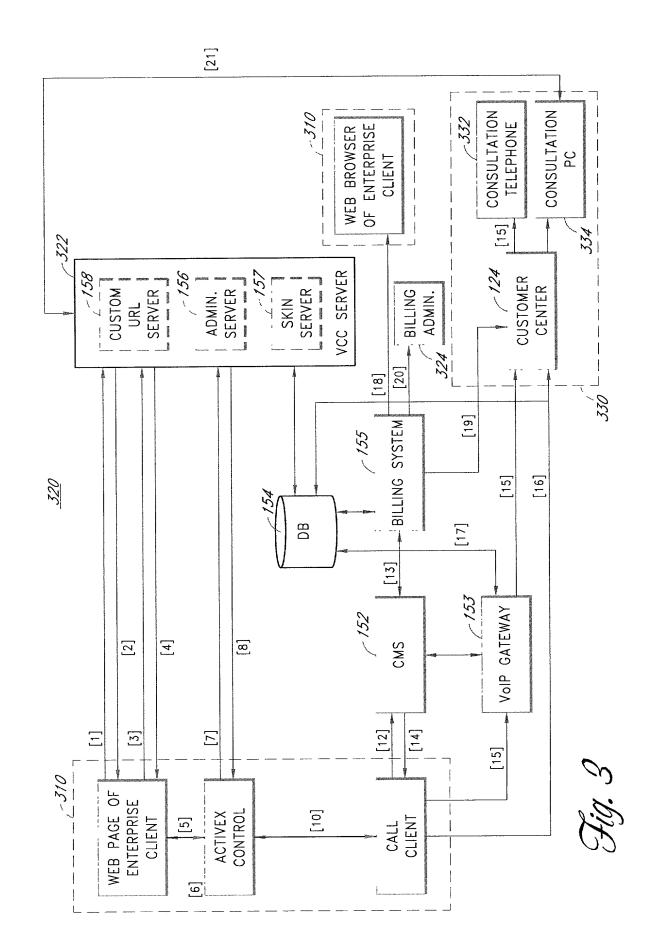


Fig. 4

